

Email Management

Before the digital age and the advent of emails, texts and Twitter, and when paper correspondence was still the norm, a lot of effort was put into ensuring that all correspondence in an engineering project was meticulously filed in cabinets to create a complete record of the project. By and large, the system worked. However with the adoption of email and ubiquity as a communication tool, the engineering industry is finding that it has not kept up with the technology and business processes to respond to this paradigm shift.

Unmanaged emails and the almost nonchalant abandon with which emails are sometimes exchanged can give rise to several issues including:

- loss in productivity (not only in writing and reading emails but also in the filing, searching and retrieval of emails);
- regulatory requirement to keep track of all correspondence, including emails;
- maintaining the integrity of emails (to ensure that they are not deleted or manipulated);
- how to share project intelligence which are embedded in emails; and
- how long to keep emails.

Emails are business documents and rules of documentary evidence govern its admissibility in any legal dispute that reaches a court of law; email evidence can be deemed as the equivalent of paper-based documents in litigation.

Managing emails is one of the core features of 12d Synergy.

The 12d Synergy Solution

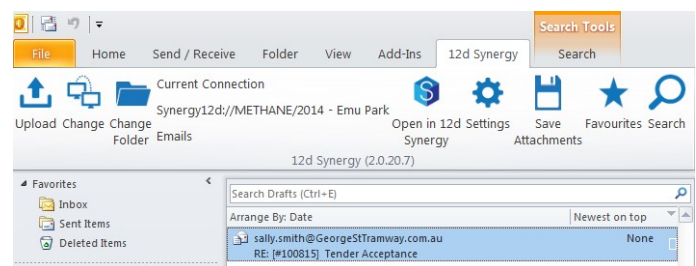
12d Synergy can stamp incoming and outgoing emails with the appropriate job number or other project-related attribute and automatically file emails into pre-constructed folders in the project folder directory. 12d Synergy also features an efficient email index and search engine.

Once added to 12d Synergy, the emails can be deleted from the user's Outlook mailbox. The emails are encrypted and kept secured within the company's network.

12d Synergy prevents multiple copies being uploaded when there are multiple recipients of the same email.

Email attachments can be saved separately, with 12d Synergy automatically tracking the association between the attachments and the corresponding email. Emails stored in 12d Synergy can be searched and retrieved by authorised users.

Emails can be archived together with all project related documents.



Retrieve Emails Quickly

Being able to quickly retrieve emails is important. Consider two scenarios:

- A client calls and you need to find an email sent by a colleague, but he is on holiday. How long would it take to find that email?
- Imagine a court case three years from now; how would your business find all the correspondence from all staff, including many who may no longer work for the company?

Retrieving such information would be difficult and time consuming for most businesses and often impossible or impractical with tight project deadlines.

With 12d Synergy, users can search for email directly from the Outlook ribbon. Refine the search criteria such as “to” and “from” fields, email content, and 12d Synergy will quickly search across the whole system database, rapidly displaying the search results which can be previewed or opened from the search panel.

